

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Relcom Inc

#### Oregon Manufacturing Extension Partnership

#### Relcom Receives Small Company Qms Certification Pren 13980:2000 (E)

##### Client Profile:

Relcom, Inc., founded in 1986, specializes in the design and manufacture of wiring components and test equipment for the physical layer of Foundation Fieldbus and Carrier-band industrial local area networks (LAN). Relcom's 11 employees produce taps, repeaters, network monitors, and test equipment at its Forest Grove, Oregon facility.

##### Situation:

When Relcom's key European distributor was no longer able to sell its products in Europe without a prEN 13980:2000 (E) certificate, the company decided to pursue certification as quickly as possible. The prEN certificate, which is based on the ISO 9000 quality management standards, also includes product testing standards similar to Underwriters Laboratories, Inc. (UL) in the United States. Relcom asked the Oregon Manufacturing Extension Partnership (OMEP), a NIST MEP network affiliate, to provide assistance in achieving this certification.

##### Solution:

OMEP contacted one of its strategic partners, Valerie Stallcup, who has expertise in quality management system (QMS) development and ISO 9000-based certifications. After a review of the prEN 13980:2000 (E) standards, Ms. Stallcup performed a gap analysis to determine the scope of the project. Working with Relcom's employees, Ms. Stallcup developed, documented, and implemented a QMS that satisfied the prEN standards. Relcom received its prEN 13980:2000 (E) certification within 6 months, and has been able to continue selling in Europe as a result.

##### Results:

Developed, documented, and implemented a quality management system.  
Achieved prEN 13980:2000 (E) certification in a 6-month period.  
Retained European sales equal to 28 percent of total company sales.

##### Testimonial:

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